



## DEPARTMENT OF THE NAVY

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NASLEMINST 1750.4D  
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**01 AUG 1997**

### NAS LEMOORE INSTRUCTION 1750.4D

FROM: COMMANDING OFFICER, NAVAL AIR STATION, LEMOORE

Subj: NAVY FAMILY OMBUDSMAN PROGRAM

Ref: (a) OPNAVINST 1750.1D  
(b) COMNAVAIRPACINST 1750.3E  
(c) COMSTRKFIGHTWINGPACINST 1750.1  
(d) NAVPERS 155571A  
(e) NASLEMINST 5420.18B

1. Purpose. To publish revised policies and procedures for the function and coordination of the Naval Air Station Lemoore Navy Family Ombudsman Program. This instruction is a major revision and should be reviewed in its entirety.

2. Cancellation. NASLEMINST 1750.4C

3. Background. The morale of Navy personnel is closely related to the welfare and morale of their families. In order to give the Navy family a representative with direct access to the Commanding Officer, an Ombudsman Program is established by reference (a). The Chief of Naval Operations directs that Ombudsman positions be established in all Navy commands. The Ombudsman is a valuable contact who serves as a command communication link, community services source, referral guide, coordinator for community relations and personal liaison between family members and the command, as well as interpersonal helper.

4. Discussion. The establishment of the NAS Lemoore Ombudsman Program is not intended to provide extensive guidance or direction in its application. The functions of the program include, but are not limited to, efforts such as: establishing mutual assistance groups (i.e., Ombudsman Assembly); calling attention to the emergent challenges relating to medical care or housing; providing information to military family members concerning benefits and privileges and offering assistance in times of need, particularly during deployment. It is imperative that each Ombudsman appointed be properly informed about the personal services available through the local Family Service Center, the Chaplain Department, Navy Marine Corps Relief Society, American Red Cross, medical services and other such service organizations.

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5. Action. References (b) through (d) further delineate procedures for administration of the Ombudsman Program which require the following action:

a. Commanding Officer shall:

(1) Select and appoint the Naval Air Station Ombudsman who will be the communication channel for the Naval Air Station families. The Ombudsman will have direct access to the Commanding Officer.

(2) Establish a Naval Air Station Ombudsman Assembly. The purpose of the Assembly is to provide a clearinghouse of information for assisting Navy families. It also serves as a training opportunity as well as a time of sharing Ombudsmen experiences for the benefit of all, without violating privacy or "privilege". Membership in the Ombudsman Assembly will be comprised of all officially appointed Ombudsmen from commands and tenant organizations based at the Naval Air Station Lemoore.

(3) Select and appoint, in writing, a Chair/Co-Chair for the Ombudsman Assembly. The appointees will hold the position for one year and will be effective 01 October.

(4) Designate a Family Service Center representative as an Assembly Advisor.

(5) Establish an Ombudsman Advisory Board. The Advisory Board may consist of the spouse of a senior military member, FSC Admin, the Command Chaplain and Command Master Chief, Naval Air Station, Lemoore, and other interested and appropriately positioned persons.

b. The Chair/Co-Chair shall:

(1) Establish the format and agenda of the Assembly meetings. The Assembly will meet at least monthly and at any other time agreeable to the majority of the Assembly members.

(2) Publish information of concern to the Ombudsman.

(3) Plan workshops, schedule speakers and provide programs to further the training opportunities of the Assembly members in concert with the Family Service Center representative.

(4) Meet monthly with the Advisory Board at a time and place agreeable with the Advisory Board for coordination of Assembly activities.

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(5) Keep the Ombudsman Assembly Advisor appraised of changes to the Ombudsman Assembly roster and Ombudsman issues.

(6) Coordinate with the Family Service Center ADP concerning communication and E-mail.

Additionally, the Chair/Co-Chair may wish to attend the Composite Community Action Board (CCAB) as established in reference (e).

c. Ombudsman Assembly Advisor shall:

(1) Establish the Ombudsman Assembly for training and coordination for all units and tenant activities at the Naval Air Station, Lemoore.

(2) Be designated, in writing, by the Commanding Officer.

(3) Coordinate and assist the Chair/Co-Chair concerning standardized Ombudsman Training (Basic Training, Advanced Training and ongoing training).

(4) Coordinate the annual Ombudsman Appreciation Dinner.

d. Ombudsman Assembly Advisory Board shall:

(1) Meet monthly to provide counsel and support to the Ombudsman Assembly and the Chair/Co-Chair.

(2) Promote recognition of the Ombudsman Program and individual Ombudsman.

(3) Encourage command participation in Ombudsman programs, training and Ombudsman Assembly.

(4) Offer recommendation to the Commanding Officer for the Chairperson/Co-Chairperson.

e. Director, Family Service Center shall:

(1) Keep the Ombudsman Assembly informed regarding all available consulting services and agencies.

(2) Serve as a referral source for individual and family programs identified by the Ombudsman.

(3) Prepare a proposed training budget for expenses and submit to the Commanding Officer, Naval Air Station.

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(4) Provide office space, supplies, computer access to the Internet and assistance with newsletter preparation for the Ombudsman Assembly and Chair/Co-Chair.

(5) Establish Ombudsman Support Groups as needed and assist commands in the effective use of Ombudsman.

f. Command Chaplain shall participate in Ombudsman advisory Board and serve as an additional advisor to NAS Lemoore Family Ombudsman Program.



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